

## 120 - PUBLIC LIBRARY

### Operational Summary

#### Mission:

To enhance the quality of life for County residents by offering access to information and other resources for leisure opportunities, learning, business and community interaction.

#### Strategic Goals:

- Provide opportunities for the population to meet their learning and leisure needs through a variety of media and delivery systems.
- Promote and facilitate community interaction in learning, cultural and recreational activities.

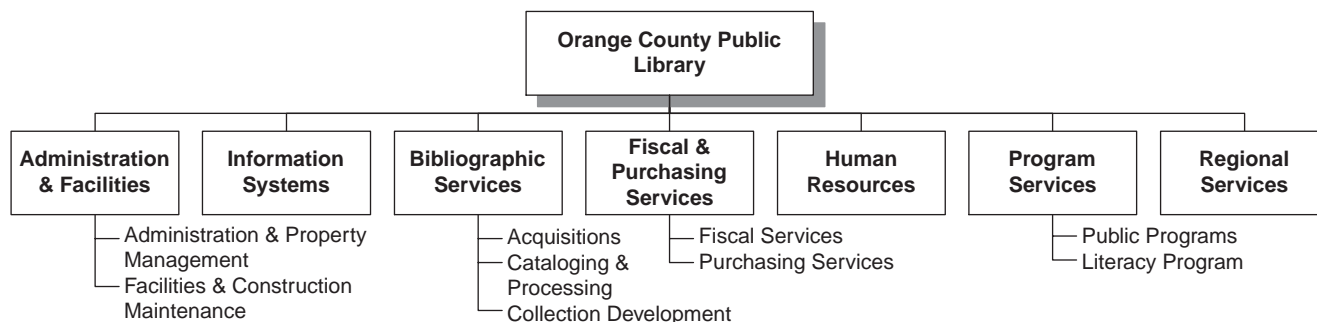
#### Key Outcome Indicators:

Performance Measure	2004 Business Plan	2005 Business Plan	How are we doing?
	Results	Target	
<b>CUSTOMER SATISFACTION AND UTILIZATION OF LIBRARY SERVICES</b> <b>What:</b> Measures use of library products and services. Measures use of technology <b>Why:</b> Quantifies delivered service Identifies ROI in technology	6,875,502 items borrowed (+6%); 144,173 children attended programs (+9%); 450,000 hours of internet access provided(+5%); 440,000 remote website connections (+11%)	7,013,012 items borrowed(+2%); 148,498 children attend programs (+3%); 475,000 hours of internet access provided (+5.5%); 485,000 remote website connections (+10%)	Items borrowed and children attended programs are increasing. Public response for use of new information technology is exceeding our projections.
<b>PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET</b> <b>What:</b> Measures our ability to complete construction plans providing facilities for library activity <b>Why:</b> Growing population requires increased library infrastructure	Began bid process for Wheeler Branch July 2004.	Begin re bid process for Wheeler Branch January 2006.	Wheeler Branch will open in mid 2007.

#### FY 2004-05 Key Project Accomplishments:

- 7,013,012 items borrowed, a 2% increase.
- 148,498 children attended programs, a 10% increase.
- Conduct survey of users and nonusers of the library.
- 475,000 hours of internet access provided to the public, a 6% increase.
- 485,000 remote website connections, a 10% increase.

## Organizational Summary



**Administration & Facilities** - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

**Information Systems** - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

**Bibliographic Services** - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

**Fiscal & Purchasing Svcs** - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.

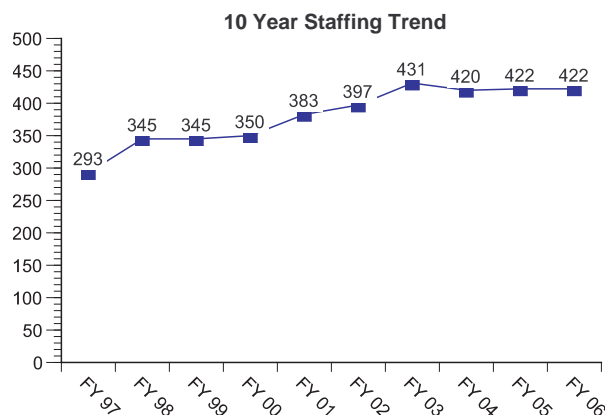
**Human Resources** - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

**Program Services** - Provides coordination of Childrens' Services program systemwide, public relations, Orangewood Childrens' Home Library, Adult Literacy program and Adult Services planning.

**Regional Services** - Manages operations of 29 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

**County Librarian** - Provides overall management of department and serves as staff to Library Advisory Board.

### Ten Year Staffing Trend:



### Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction and the addition of new libraries in Aliso Viejo, Costa Mesa, Laguna Hills, Foothill Ranch and Ladera Ranch which opened in September 2003. A net reduction of 10 positions in FY 2003-04 from the Final Budget in FY 2002-03 was used to help offset a reduction in State Public Library Fund revenue. The addition of 2 position for FY 2004-05 was to pre-

pare for the opening of Wheeler Ranch. One position is requested for FY 2005-06; a Staff Specialist for the Literacy Program.

### Changes Included in the Base Budget:

Included for the base budget is maintenance of FY 04-05 service levels at all branches and a 35% increase in the book and library material budget.

## Budget Summary

### Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

### Approved Budget Augmentations and Related Performance Results:

Unit Amount	Description	Performance Plan	Brass Ser.
<b>ESTABLISH PASSPORT PROGRAM AT COSTA MESA BRANCH LIBRARY</b> Amount:\$ 25,504	Establish a pilot program for collecting passport applications at the Costa Mesa Branch Library.	Fee collections will be examined to verify revenues meet twice the costs for salaries & benefits.	2670
<b>ADD 1 STAFF SPECIALIST FOR LITERACY PROGRAM</b> Amount:\$ 0	Staff Specialist will serve as the Literacy Learner Coordinator in the Literacy Program.	Orient, assess, intake, & match potential learners, maintain contact & increase retention.	1262
<b>ADD 1 FACILITIES MECHANIC POSITION</b> Amount:\$ 0	A Facilities Mechanic will provide general facilities maintenance for the branch Library system.	Maintain library facilities at current service levels & respond to priority or emergency jobs.	1312
<b>ADD 1 ASSISTANT COUNTY LIBRARIAN POSITION</b> Amount:\$ 0	The Assistant County Librarian (ACL) will supervise the public & library technical services units.	Supervise 7 managers, improve interface of units, increase efficiency & eliminate duplication.	1313

### Final Budget History:

Sources and Uses	FY 2003-2004	FY 2004-2005	FY 2004-2005	Change from FY 2004-2005		
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	FY 2005-2006 Final Budget	Actual Amount	Percent
Total Positions	420	422	422	423	1	0.23
Total Revenues	31,924,581	30,980,235	31,635,645	32,551,358	915,713	2.89
Total Requirements	31,949,308	30,991,933	30,764,617	32,551,358	1,786,741	5.80
Balance	(24,726)	(11,698)	871,028	0	(871,028)	-100.00

(1) Amounts include prior year expenditure and exclude current year encumbrance. Therefore, the totals listed above may not match Total FY 2004-05 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Public Library in the Appendix on page page 563

### Highlights of Key Trends:

- Utilization of services and resources by the public continue to increase. Circulation count of items borrowed from libraries is expected to set an all time high record of some 7 million items borrowed in FY 2004-05. An increase of 2% is expected for FY 2005-06.
- Access to library collection, databases and services from remote locations via the library website are increasing significantly as more functionality is added to the site; an expected increase of 10% for FY 2004-05 and another 5% for FY 2005-06.

### Budget Units Under Agency Control:

No.	Agency Name	Administration & Facilities	Information Systems	Bibliographic Services	Fiscal & Purchasing Svcs	Human Resources	Program Services	Regional Services	County Librarian	Total
119	Public Library - Capital	3,475,514	0	0	0	0	0	0	0	3,475,514
120	Public Library	5,876,363	1,013,250	4,927,066	1,214,162	317,957	972,879	17,794,038	435,643	32,551,358
	Total	9,351,877	1,013,250	4,927,066	1,214,162	317,957	972,879	17,794,038	435,643	36,026,872

## 120 - Public Library

### Summary of Final Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		FY 2005-2006		Change from FY 2004-2005	
	Actual Exp/Rev		Budget		Actual Exp/Rev <sup>(1)</sup>		Final Budget		Actual	
			As of 6/30/05		As of 6/30/05				Amount	Percent
Taxes	\$ 25,445,262		\$ 27,771,935		\$ 28,497,860		\$ 29,555,239		\$ 1,057,379	3.71%
Fines, Forfeitures & Penalties	7,681		8,178		6,129		8,043		1,914	31.22
Revenue from Use of Money and Property	87,977		120,600		131,071		84,127		(46,944)	-35.81
Intergovernmental Revenues	1,291,476		1,609,506		1,587,838		1,268,012		(319,826)	-20.14
Charges For Services	1,052,409		1,189,358		1,184,192		1,209,435		25,243	2.13
Miscellaneous Revenues	301,784		305,384		348,072		262,547		(85,525)	-24.57
Other Financing Sources	1,115,980		0		0		0		0	0.00
Total FBA	2,278,540		(24,726)		(24,726)		163,955		188,681	-763.07
Reserve For Encumbrances	343,472		0		(94,791)		0		94,791	-100.00
<b>Total Revenues</b>	<b>31,924,581</b>		<b>30,980,235</b>		<b>31,635,645</b>		<b>32,551,358</b>		<b>915,713</b>	<b>2.89</b>
Salaries & Benefits	22,086,062		22,573,742		22,573,742		23,331,406		757,664	3.35
Services & Supplies	8,124,185		7,733,142		7,527,005		8,668,172		1,141,167	15.16
Services & Supplies Reimbursements	(110,103)		(141,150)		(141,149)		(155,395)		(14,246)	10.09
Other Charges	1,840,071		656,862		655,019		687,175		32,156	4.90
Fixed Assets	9,093		19,337		0		20,000		20,000	0.00
Other Financing Uses	0		150,000		150,000		0		(150,000)	-100.00
<b>Total Requirements</b>	<b>31,949,308</b>		<b>30,991,933</b>		<b>30,764,617</b>		<b>32,551,358</b>		<b>1,786,741</b>	<b>5.80</b>
<b>Balance</b>	<b>\$ (24,726)</b>		<b>\$ (11,698)</b>		<b>\$ 871,028</b>		<b>\$ 0</b>		<b>\$ (871,028)</b>	<b>-100.00%</b>

(1) Amounts include prior year expenditure and exclude current year encumbrance. Therefore, the totals listed above may not match Total FY 2004-05 Actual Expenditure + Encumbrance included in the "At a Glance" section.

### Final Budget Summary of Administration & Facilities:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		FY 2005-2006		Change from FY 2004-2005	
	Actual Exp/Rev		Budget		Actual Exp/Rev <sup>(1)</sup>		Final Budget		Actual	
			As of 6/30/05		As of 6/30/05				Amount	Percent
Revenue from Use of Money and Property	\$ 34,958		\$ 0		\$ 26,201		\$ 0		\$ (26,201)	-100.00%
Charges For Services	680		0		283		0		(283)	-100.00
Other Financing Sources	515,980		0		0		0		0	0.00
<b>Total Revenues</b>	<b>551,618</b>		<b>0</b>		<b>26,485</b>		<b>0</b>		<b>(26,485)</b>	<b>-100.00</b>
Salaries & Benefits	1,385,265		1,435,569		1,469,721		1,523,481		53,760	3.65
Services & Supplies	3,548,455		3,560,088		3,452,758		3,804,455		351,697	10.18
Services & Supplies Reimbursements	(110,103)		(141,150)		(141,149)		(155,395)		(14,246)	10.09
Other Charges	837,791		653,787		651,945		683,822		31,877	4.88

### Final Budget Summary of Administration & Facilities:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	Final Budget	Actual Amount	Percent
Fixed Assets	9,093	5,203	0	20,000	20,000	0.00
Other Financing Uses	0	150,000	150,000	0	(150,000)	-100.00
<b>Total Requirements</b>	5,670,500	5,663,497	5,583,275	5,876,363	293,088	5.24
<b>Balance</b>	\$ (5,118,883)	\$ (5,663,497)	\$ (5,556,790)	\$ (5,876,363)	\$ (319,573)	5.75%

### Final Budget Summary of Information Systems:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	Final Budget	Actual Amount	Percent
Salaries & Benefits	\$ 755,689	\$ 738,673	\$ 785,802	\$ 772,317	\$ (13,485)	-1.71%
Services & Supplies	215,096	283,088	211,462	240,933	29,471	13.93
<b>Total Requirements</b>	970,785	1,021,761	997,264	1,013,250	15,986	1.60
<b>Balance</b>	\$ (970,785)	\$ (1,021,761)	\$ (997,264)	\$ (1,013,250)	\$ (15,986)	1.60%

### Final Budget Summary of Bibliographic Services:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	Final Budget	Actual Amount	Percent
Charges For Services	\$ 0	\$ 0	\$ (20)	\$ 0	\$ 20	-100.00%
<b>Total Revenues</b>	0	0	(20)	0	20	-100.00
Salaries & Benefits	1,877,375	1,976,997	1,954,913	2,091,156	136,243	6.96
Services & Supplies	2,520,533	2,079,087	2,143,148	2,835,910	692,762	32.32
Fixed Assets	0	14,134	0	0	0	0.00
<b>Total Requirements</b>	4,397,907	4,070,218	4,098,061	4,927,066	829,005	20.22
<b>Balance</b>	\$ (4,397,907)	\$ (4,070,218)	\$ (4,098,081)	\$ (4,927,066)	\$ (828,985)	20.22%

### Final Budget Summary of Fiscal & Purchasing Svcs:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	Final Budget	Actual Amount	Percent
Salaries & Benefits	\$ 1,057,126	\$ 1,083,380	\$ 1,054,862	\$ 1,115,952	\$ 61,090	5.79%
Services & Supplies	44,943	75,368	72,462	98,210	25,748	35.53
<b>Total Requirements</b>	1,102,069	1,158,748	1,127,324	1,214,162	86,838	7.70
<b>Balance</b>	\$ (1,102,069)	\$ (1,158,748)	\$ (1,127,324)	\$ (1,214,162)	\$ (86,838)	7.70%

### Final Budget Summary of Human Resources:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		FY 2005-2006		Change from FY 2004-2005	
	Actual Exp/Rev		Budget		Actual Exp/Rev <sup>(1)</sup>		Final Budget		Actual	
			As of 6/30/05		As of 6/30/05				Amount	Percent
Salaries & Benefits	\$	328,934	\$	337,238	\$	320,565	\$	308,742	\$ (11,823)	-3.68%
Services & Supplies		5,969		8,111		6,107		9,215	3,108	50.90
<b>Total Requirements</b>		334,904		345,349		326,672		317,957	(8,715)	-2.66
<b>Balance</b>	\$	(334,904)	\$	(345,349)	\$	(326,672)	\$	(317,957)	\$ 8,715	-2.66%

### Final Budget Summary of Program Services:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		FY 2005-2006		Change from FY 2004-2005	
	Actual Exp/Rev		Budget		Actual Exp/Rev <sup>(1)</sup>		Final Budget		Actual	
			As of 6/30/05		As of 6/30/05				Amount	Percent
Miscellaneous Revenues	\$	0	\$	0	\$	705	\$	0	\$ (705)	-100.00%
<b>Total Revenues</b>		0		0		705		0	(705)	-100.00
Salaries & Benefits		641,544		660,645		664,316		753,993	89,677	13.49
Services & Supplies		258,272		384,954		266,847		218,886	(47,961)	-17.97
<b>Total Requirements</b>		899,815		1,045,599		931,163		972,879	41,716	4.48
<b>Balance</b>	\$	(899,815)	\$	(1,045,599)	\$	(930,458)	\$	(972,879)	\$ (42,421)	4.55%

### Final Budget Summary of Regional Services:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		FY 2005-2006		Change from FY 2004-2005	
	Actual Exp/Rev		Budget		Actual Exp/Rev <sup>(1)</sup>		Final Budget		Actual	
			As of 6/30/05		As of 6/30/05				Amount	Percent
Revenue from Use of Money and Property	\$	0	\$	0	\$	7,277	\$	0	\$ (7,277)	-100.00%
Charges For Services		1,051,258		0		1,166,196		0	(1,166,196)	-100.00
Miscellaneous Revenues		233,590		0		298,635		0	(298,635)	-100.00
<b>Total Revenues</b>		1,284,848		0		1,472,108		0	(1,472,108)	-100.00
Salaries & Benefits		15,691,368		15,993,706		15,982,519		16,431,086	448,567	2.80
Services & Supplies		1,513,706		1,326,859		1,357,488		1,359,599	2,111	0.15
Other Charges		1,002,280		3,075		3,075		3,353	279	9.05
<b>Total Requirements</b>		18,207,354		17,323,640		17,343,082		17,794,038	450,956	2.60
<b>Balance</b>	\$	(16,922,506)	\$	(17,323,640)	\$	(15,870,973)	\$	(17,794,038)	\$ (1,923,065)	12.11%

## Final Budget Summary of County Librarian:

Revenues/Appropriations	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual Exp/Rev	Budget As of 6/30/05	Actual Exp/Rev <sup>(1)</sup> As of 6/30/05	Final Budget	Actual Amount	Percent
Taxes	\$ 25,445,262	\$ 27,771,935	\$ 28,497,860	\$ 29,555,239	\$ 1,057,379	3.71%
Fines, Forfeitures & Penalties	7,681	8,178	6,129	8,043	1,914	31.22
Revenue from Use of Money and Property	53,019	120,600	97,592	84,127	(13,465)	-13.79
Intergovernmental Revenues	1,291,476	1,609,506	1,587,838	1,268,012	(319,826)	-20.14
Charges For Services	472	1,189,358	17,733	1,209,435	1,191,702	6,720.27
Miscellaneous Revenues	68,194	305,384	48,732	262,547	213,815	438.75
Other Financing Sources	600,000	0	0	0	0	0.00
Total FBA	2,278,540	(24,726)	(24,726)	163,955	188,681	-763.07
Reserve For Encumbrances	343,472	0	(94,791)	0	94,791	-100.00
<b>Total Revenues</b>	30,088,116	30,980,235	30,136,366	32,551,358	2,414,992	8.01
Salaries & Benefits	348,762	347,534	341,043	334,679	(6,364)	-1.86
Services & Supplies	17,211	15,587	16,733	100,964	84,231	503.36
<b>Total Requirements</b>	365,973	363,121	357,777	435,643	77,866	21.76
<b>Balance</b>	\$ 29,722,142	\$ 30,617,114	\$ 29,778,590	\$ 32,115,715	\$ 2,337,125	7.84%